

Northern Virginia Long-Term care UPDATE

Information and issues from Northern Virginia Long-Term Care Ombudsman Program

Eye Care in the Long-Term Care Facility

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If you asked someone which sense they would be most afraid of losing, the overwhelming answer would be their sight. The dependence we have on our vision to achieve our normal daily activities is obvious. When we notice a difference in our vision, we are able to seek medical help. Long-term care residents are different only in that they sometimes do not or cannot communicate these differences with any consistent degree of reliability.

As a resident slowly loses his/her vision due to macular degeneration, glaucoma, or cataracts, the likelihood is that staff will attribute changes in personality and more dependence to dementia and physical frailty. These diseases are totally silent and only monitored and detected by professional examination. In a study reported in the *Gerontologist*, residents with reduced vision were more dependent on caregivers for performing daily activities such as toileting, transferring, and washing, than those with good vision.¹

The visual needs of long-term care residents are different from those living independently. They gave up their motorcycle license years ago for a more sedentary lifestyle where most visual targets are within six feet. Visual tasks such as bingo, television, and admiring pictures of the grandchild, replace the computer monitors, stock pages, and driving. Some medical conditions are easy to recognize; vision loss is not. Special testing procedures by a trained professional in the facility can accurately address the visual needs of the resident.

The goal of long term care is to preserve or improve the quality of life for all residents. The reality is that the Minimum Data Set (MDS) care plan assessment for vision is often inaccurate and may result in the lack of appropriate vision care being triggered through resident assessment protocols (RAP). One study compared the results of the MDS vision patterns and an examination by an eye care practitioner. Vision was overstated 41% of the time by the MDS and understated 11%. The MDS never reported a visual field defect although 16.5% of the residents had field loss.² Diagnoses of cataracts, glaucoma, macular degeneration and diabetic retinopathy are by history alone. It is dangerous, at best, to rely solely on the family of a resident to be a good historian.

Eye care is a service that is often over looked in a long-term care setting. Medicare funds have been cut, yet thousands of dollars of specialized equipment must be purchased to perform

¹ Gerontologist 1994 Jun; 34 (3): 316-23.

² Optom Vis Sci 1995 Mar; 72, (3); 151-4.

various tests to detect vision problems. Fear of Medicare audits further dissuade many eye care specialists from entering the long-term care field. These factors complicate identification of those residents needing medical management of ocular health problems. Primary care doctors may be fully aware of the advancement in glaucoma medication, but without special equipment, they are unable to measure the effectiveness of the treatment.

Technology has evolved such that doctors are now able to transport highly sophisticated equipment, such as hand-held applanation tonometers for glaucoma measurement and computerized autorefractors for refractive error measurement. This equipment allows doctors to follow the standards of care for those residents unable to travel to the office. For example, the standard of care in glaucoma treatment includes applanation tonometry every three months with a dilated fundus exam and vision fields every year.

The maintenance of visual health will promote independence among residents and help control staff/resident ratios in this decreased funding environment. Many new glaucoma medications can be prescribed once per day, rather than three or four times per day. Dry eye therapy may require drops every two to three hours, but now may be replaced by plugs that block tear drainage. The visually deficient resident is more irritable and requires more care³ and activities of daily living (ADL) dependency is significantly related to the presence of eye disorders.⁴

The deficiency in vision and ocular health care exists despite the best efforts of primary care physicians. The enthusiasm of doctors willing to provide the care, as well as the technology to

simplify the process should be embraced to alleviate this problem. When providers offer services, a systematic approach to promote delivery of such services should be implemented. Residents and their families should be made aware of benefits available to the residents in need. Vision and ocular health evaluation should be an integral part of the physical upon admission. Physicians can utilize the specialty care to further assess the patients' systemic health and address the success in treatment of various medications to aid in decision making.

What can you do to help identify the resident in need of care? Look for the following:

- If the resident has two or more falls in a short period of time recommend an ocular evaluation.⁵
- Any resident that has a history of cataract, cataract extraction, macular degeneration, diabetes, or glaucoma should be fully evaluated.
- If the resident appears startled when approached from the right or left side, this may mean a loss in peripheral vision.
- Any sudden changes in ADLs may signify a loss of vision.
- Recurrent red eyes requiring periodic treatment by the attending physician.
- Disruptive behavior that is out of character for the resident.
- Rubbing of the eyes, "droopy" lid(s), ocular discomfort, vertigo, complaints of vision expressed by the resident and observable changes in social interest.
- Residents that do not have glasses and are over the age of 45 years are statistically out of the norm.

³ Gerontologist 1997 Oct; 37 (5); 620-8.

⁴ J Am Geriatric Soc. 1992 Oct; 40 (10); 1018-20.

⁵ J Am Geriatric Soc. 1998 Jan; 46 (1); 58-64.

Would You Like to be an Advocate?

If you are **empathetic, diplomatic, a good communicator** and **enjoy meeting people**, we may have an opportunity for you!

The Northern Virginia Long-Term Care Ombudsman Program is preparing for its annual training for new Volunteer Ombudsmen. Our highly capable and dedicated volunteers play a key role in our program's provision of advocacy services to recipients of long-term care in the region. The volunteer is assigned to a specific nursing home or assisted living facility, and makes weekly visits. Using the skills of **listening, observing** and **mediating**, the ombudsman works with the residents, their families and the staff of the facility to ensure that the residents' rights are being protected.

The training for prospective Volunteer Ombudsmen is scheduled for **September 11, 12 and 20, 2001 from 9:00 a.m. to 4:30 p.m. each day**. Applicants must successfully complete the training session and must be available to volunteer four hours per week, primarily during regular business hours. Applicants will be interviewed in August.

The ombudsman empowers residents to speak up on their own behalf, and helps them with problems within the facility that they cannot resolve alone. The ombudsman also intervenes with the staff for residents who have dementia and/or lack the ability to communicate. Some of the issues that volunteers have dealt with in the past year include: inadequate help to eat or drink; staff shortages; food quality or choice; inadequate hygiene care; nurse-calling devices out of reach; lack of meaningful or appropriate activities; building safety hazards. Often the volunteer ombudsmen were able to identify

creative solutions to problems that were adopted by the facility staff.

If you are not employed by a long-term care facility, and can commit one year to this unique and challenging work, please call **(703) 324-5435** for further information.

 Here's an interesting web site to check out:

Members.tripod.com/~CNA_MUNCHKIN/shari2doc.htm

This gives a CNA's view of working at a long-term care facility.

Northern Virginia Long-Term Care Ombudsman Staff

- Rita Schumacher, Director
- Nancy Cavicke, Assistant Ombudsman and Volunteer Coordinator
- Laura Nichols, Assistant Ombudsman
- Yolanda Thompson, Assistant Ombudsman

Intake line 703-324-5861

Fax number 703-324-3575

Don't forget our web site with helpful information for residents, families, caregivers, and professionals:

www.co.fairfax.va.us/service/aaa/html/Ombud_main.htm

COMMUNICATION CORNER

Communicate more effectively with the cognitively impaired.

One of the most frustrating aspects of caring for a patient with stroke or dementia is the difficulty in achieving effective two-way communication.

Speech and language pathologist, Robin Earley; social worker, Sharon Doyle; and creative arts therapist, Eileen Chodos-Beth-all of Hebrew Rehabilitation Center for Aged (HCRA), Boston provide some time-honored, practical tips for communicating with someone with speech or cognitive disorders:

- Use concrete, short sentences.
- Ask only one question at a time.
- Choose conversation topics the patient was interested in prior to his or her illness.
- Use body language and facial gestures to augment the verbal message.
- Use a “yes” or “no” format whenever possible, so it will be easier for the patient to answer.
- Never speak for the person with a communication disorder unless requested.
- If verbal/auditory messages are not effective, use other options, such as writing, gestures, or pictures, to communicate.

According to the HCRA team, trying to discern the meaning behind a patient’s repeated questions or statements can be more fruitful than responding literally. For instance, if a patient keeps asking, “Where is my mother?” It might be because she is feeling lonely or frightened. Content of the sentence is not as important as the emotion being expressed.

Other tips include:

- Don’t argue, ever. Try distractions instead of confrontation if the patient becomes increasingly anxious.
- Use direct and literal speech, and enunciate clearly.
- Use positive body language-smile, hug, hold hands.
- Bring favorite foods or old photographs to evoke memories and elicit positive responses.

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Think Twice and Ask Before Giving Items to Residents:

Well-meaning visitors bringing in items for residents in the long-term care facilities may accidentally cause dangerous situations.

Consider the possible consequences of a resident getting over-the-counter medication (i.e. Advil, Tylenol, aspirin, etc.) that may interact with medications that they are already taking. Cough drops or hard candy might be swallowed whole and cause choking. Other cognitively impaired residents may not be able to assess the danger of the item that is given to them or left in their room. For example, they may ingest cleaning supplies or use them inappropriately.

Other residents may have dietary restrictions because of medical conditions. Things like candy, salty food, or tobacco items may be detrimental to some people.

Please check with staff before you give items to a long-term care resident.

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